GRIEVANCE HANDLING

GRIEVANCE PRESENTATION TIPS

Day(s) Before
> Final preparation: all info gathered, organized, reviewed
> Prepare notes for the presentation; organize evidence
> Develop arguments, strategy, desired outcomes
> Ensure member is prepared – check in with them and review the plan/process

Upon Arrival
> Connect with the grievor (ahead of time); if not covered already, advise them not to talk too much, arrange signals to give to indicate a caucus needed, etc.
> Ensure the environment sets up a meeting between equals: seating arrangement; neutral location; ensure you are meeting with the appropriate people

Introductions
> Make sure everyone is introduced and their role stated (steward introduces grievor)
> Set a tone that is polite/professional while putting people at ease and opening space for dialogue
> Clarify purpose of meeting: event and issue
> Demonstrate commitment to problem solving / finding resolution in introductory remarks (e.g. “hopeful that things can be resolved”)
> Clarify timeframe for meeting

Presentation/Discussion
> Goal: dialogue; finding solutions to the issue

Discuss process for the meeting – e.g. Union presents/Q&A/Employer responds/Q&A /Discussion/Timelines- follow up
> Your presentation: begin with a summary of the situation and intended outcome (sought resolution), present your facts, make your arguments
> Discussion of the issue: look for common ground / solutions
> Call a caucus at any time
> Summarize at appropriate points during the discussion, to keep the discussion on track
> Take thorough notes!!

Closure
> Summarize discussion/decisions; clarify next steps (expectations)
> If no resolution, encourage continued collaboration within the timelines
> If new information arose that requires additional document sharing, request those resources now
> Thank all for their time

continued
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GRIEVANCE PRESENTATION TIPS continued

Follow-up

➢ Debrief with the grievor
➢ Review and clarify/complete your notes

Discipline Grievances

NOTES:

➢ Union presentation leads in every case EXCEPT DISCIPLINE (in this case, the concept of ‘natural justice’ means that employer leads (i.e. speak first as they must justify their action).

➢ Unless the Employer agrees to withdraw discipline, stewards should review potential resolutions with their LRO prior to final agreement.